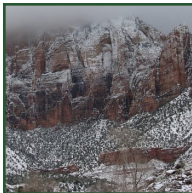


# The Human Touch

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And More!

## Five Reasons You Do Not Want to be Utah's Human Services Director

During this season of budget cuts and more budget cuts I thought some of our employees might wonder how it looks from the Director's seat. I regularly receive emails from employees sharing their frustration with the cuts, lack of pay, and my approach in general. I also hear from employees who are grateful and appreciative that DHS has maintained its equilibrium.

My job is tough, however, the toughest part is not the feedback, difficult decisions or the legislative session. When I took the job I figured it would be controversial and, at any one time, at least half the people would be upset. I also knew when I took the job that easier decisions would be made on a daily basis, while only the more complicated "exception" decisions would be mine. Lastly, I figured the legislative session would be like a giant jury trial every year for two months, and I knew how to argue for my cause from my past experience as an attorney.

We all have very tough parts to our job, and I thought I'd share some of mine - at least five reasons you do not want to be Human Services Director.

### One: The Meals on Wheels van.

It is parked in front of the DHS building every morning when I drive up. They are unloading meals so that our volunteer staff can deliver them to the home-bound seniors in our neighborhood. When I see that van, I see the best of all worlds: a program that works and people that care about the program so much they will take time to put their money where their mouth is. As the Director, I see it and I worry. I wonder, have I protected this program enough? Have I given them



Lisa-Michele Church  
Executive Director

enough support? What can I do today to make sure the van keeps coming?

### Two: The ashes of Maria V.

Every week or two I sit down and read the Fatality Reviews of clients who died while receiving our services. When it is a client of the Office of Public Guardian, it is a person who came to the end of a sad and lonely life. There was no one else to care for them or even visit this person - otherwise we wouldn't have been involved. When they die, it is usually the Guardian who gets called by the mortuary to pick up the ashes. What should DHS do with the ashes? Could we have done more for this person to build them a connection with someone else? Was there really no one else? This is a question that haunts me.

**Three: The voice of Taran.** Taran is a little boy whose mom was addicted to Meth for 11 years. She got off Meth, and we put them both on an ad that is currently running on TV. Every time I see their commercial, I hear Taran talk about his mom. "She is a good person," he says and then he pauses. His voice changes, he smiles, and he says, "She is an amaaaazing person." Each time I can hear his voice change, and lift, and he is hopeful when he says that. Hopeful he has his mom back. So I ask myself - have we done enough to help his mom? Is she really back for good?

Continued p.2

## Five Reasons (Continued)

### **Four: The scrapbook that Disabilities caseworkers made for me when I started.**

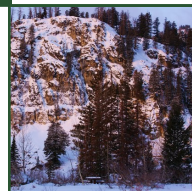
Every page has a story about how disability services changed a person's life. The caseworker then tells how the change in the client's life also changed the caseworker's life. It is an interlocking web. The strong connection between caseworkers and their clients often makes it painful to read. They have worked with and supported the same families for many years – saving and enhancing lives every day. I can't help thinking – what if we have to cut these services? What will happen to these people? What will happen to their workers?

### **Five: The echo in the Capitol building.**

I spend a lot of time at the Capitol, meeting with legislators, advocates, county officials and the Governor's staff. It is a building with terrible acoustics. Sometimes when I am speaking, my voice just echoes off the marble walls and tile floors and gets lost. I try hard to say the right thing that will keep

their interest and I try to think of angles no one else has thought of. Maybe I'll change someone's mind. But I wonder – if I could just sit down with them in a quiet room somewhere... would it be different? The Capitol is such a tough building in which to tell stories. DHS stories are often hard to hear, even in the best circumstances. Should I just keep talking?

Each day these and many other questions cross my mind and I am reminded of the difficult work you all do. It is the latter that keeps me coming back. You can either get discouraged or motivated by all this human misery. We all have tough jobs. Fortunately, for me and for Utah's most vulnerable citizens, you have chosen to work in a field that, despite the difficulty, truly impacts lives. As I continue to deal with budget cuts, your dedication to your work gives me the strength I need to advocate for our employees and clients.



## Home Is Where the Heart Is

*By Sara Brozovsky, Services for People with Disabilities*

**Magna-** Utah Division of Services for People with Disabilities (DSPD) believes in the philosophy that those with disabilities should have the opportunity to lead self determined lives whenever possible. An inspiring, yet subtle example of self-determination is captured in the life of Russell Hastings.

Hastings has been receiving DSPD services for the past seven years, during which time; he has remained fairly independent. Hastings has been employed at Hires Restaurant for three years and is known for being a real asset with his co-workers. Not only has this provided him with the income he needs to meet obligations such as paying bills, it also affords him the opportunity to enjoy activities such as dating, participating in Special Olympics and attending other events that enhance his social life.

Hastings also lives at home with his parents and younger brother in a historic house that has been in the family for generations. His mother, Jean states, "Russell's ability to bring those around him together and focus on the goal at hand is quiet, but effective." Hastings

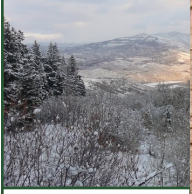


enjoys telling stories of the gatherings, such as how the neighborhood comes to celebrate holidays, at their home.

DSPD has collaborated with community agencies linking Hastings and his family with grants to provide upgrades to flooring and doors to maintain a healthy and safe environment. Hastings beams with pride for his accomplishments and clearly for him home IS where his heart is.



# The Human Touch



## Walk Like An Egyptian

*By John Rokich, Risk Management*

**Cairo** - In October, I had the opportunity of fulfilling a lifetime dream....to visit Egypt. Our journey into 5,000 years of human history started in Cairo. Cairo is a HUGE chaotic city with INSANE traffic. When asked why they don't have more traffic lights our tour guide replied, "They could, but nobody would obey them." Unbelievably, the Great Pyramids are located outside the city amongst craziness, but are impressive nonetheless. How the ancient Egyptians built them is still a question for many.

In Luxor, we visited Karnak temple where 130 stone columns are totally covered by carvings and bright colors. Next was Valley of the Kings. When the pyramids and other tombs were plundered, tombs were built in the Valley to conceal them from thieves. Most were still raided except Tutankhamun's tomb whose treasures are in the Cairo museum.

We continued up the Nile by ship to the towns of Esna, Edfu, Kom Ombo and Aswan. Our far southern destination was Abu Simbel, where Rameses II built a magnificent temple. Its greatness stops you in your tracks! The area was called Nubia in ancient times and has an African flavor.

Alexandria, named by Alexander the Great was our last stop. The most famous attractions were the Library of The World, founded by the Greeks and of course the Mediterranean Sea.

I enjoyed the experience of Egypt, but it was definitely good to be back to comfort, traffic rules and safe public water fountains.



## 226 UTAHNS NOW HAVE A HOME FOR THE HOLIDAYS

*By Robert Snarr, Substance Abuse and Mental Health*

**Salt Lake** - With the economy's downturn, homelessness has become a reality for many Utahns. On any given night, more than 3,000 Utahns are homeless and, according to the most recent count, approximately 16,000 people are homeless in a year. During the cold months, many of the local shelters have waiting lists and often refer people to the overflow shelter in Midvale. In response to this growing concern, Utah officials from state, county, local government, as well as private and non-profit agencies, began a 10 year plan to end chronic homelessness in 2004.

The fifth annual Homeless Summit was held this October in Salt Lake City where professionals from across the state convened to learn the best practices and new approaches to ending chronic homelessness. Utah was recognized by the nations Homeless Czar, Philip Mangano, Director of the United States Interagency Council on Homelessness. Mangano congratulated Utahns for their commitment to ending chronic homelessness stating,

"Utah's plan is a model for the country".

Along with helping our homeless friends improve their quality of life, Utah has shown cost savings in law enforcement, jail time, and emergency services by providing a "Housing First" model. This last year, 226 chronically homeless individuals many who suffer from substance abuse and mental illness, were housed through this project. The Housing First model also provides needed supportive services and employment training.

To get involved call (801)538-4080 or email, [rsnarr@utah.gov](mailto:rsnarr@utah.gov)



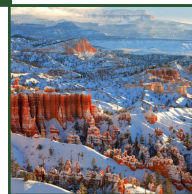
Grace Mary Manor

# Have we got a gift for you!



*Next month's newsletter will be in a new format and is sure to keep you coming back for more...*

# No peeking!







## Wasatch Youth Center School Celebrates American Indian Heritage Month

By Lonnie Burton, Juvenile Justice Services

**Salt Lake** - On November 21, the youth at Wasatch Youth Center held a gallery stroll to show off their hard work in capturing the history of seventeen American Indian Tribes. They took tribes from one of the following culture areas: Sub Arctic, Northwest Coast, Plateau, California, Great Basin, Southwest, Plains, Southeast and the Northeast Woodlands.

The young men paired up to create posters that provided information on their chosen tribe. Hours were spent on researching and drawing these amazing posters and the boys took pride in explaining their tribe to the audience. Not only did the boys learn about the tribes, but they were given a two-foot section of construction tubing and assigned to design and create a totem face. From an assortment of cardboard, foam, masking tape, and hot glue, their sculptures took shape; after three layers of paper mache, and layers of paint, their masterpieces emerged. This project was designed to accomplish three main goals, to inspire creativity, teach cooperation and show an appreciation of a timeless Native American art form.



Wasatch Youth Center Staff

It was an impressive sight to see all the posters and totem poles on display as you entered the school hall. "It was like being in a real museum exhibit," stated one of the attendees. The teachers over at Wasatch did an amazing job as well bringing this to life. Kudos to the teaching staff and youth at Wasatch.



### Things You Can Do During the Budget Brouhaha

#### 1. Stay Informed

- Touch base with your legislative liaison
- Listen to the legislative session online: <http://le.utah.gov/>
- Follow the news and keep reading DHS newsletters

#### 2. Eat Right and Exercise Often

- Eating right is important to your health and your family's health
- Want to relieve stress.....exercise
- By eating right and exercising often you'll feel better and live longer

#### 3. Don't Spread Rumors

#### 4. Take a Break

- Working 8-10 hour days is exhausting, remember to take periodic breaks
- Look or step away from the computer every now and again – give your eyes a rest
- Take a few minutes to stretch, go outside (yes, there is a world outside of the office)

#### 5. Remind Yourself and Your Supervisor of the Amazing Work You Do!

- Take a look around your office or reread email and notes from coworkers – you do good work, don't forget about it
- Advise your supervisor of compliments and positive feedback you have received about your work – they probably already know you're amazing, but reminders never hurt

## New Federal Law to Benefit Abused or Neglected Children in Utah

*By Cosette Mills, Child and Family Services*

**Salt Lake** - 1,933 Utah children were removed from their homes because of abuse or neglect, between July 2007 and June 2008. Leaving home is not easy for children, even when it is for their protection. New Federal legislation, the Fostering Connections to Success and Increasing Adoptions Act of 2008 (P.L. 110-351), signed by President Bush in October 2008, includes provisions to better support children in foster care in several ways.

Children in foster care may now have increased opportunities for care by relatives through strengthened requirements and resources for locating and notifying relatives, ability to waive non-safety licensing requirements on a case by case basis; and, at State option, availability of relative guardianship assistance.

Foster children will also benefit from requirements for siblings to be placed together or to connect through frequent visitation. Increased efforts will be made to keep children in the school they attended before being removed. Older foster youth will lead in developing a transition plan for housing, health insur-



ance, education, workforce supports, employment and more.

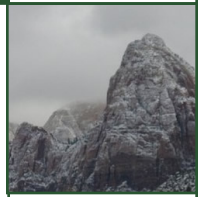
An increasing number of children who are adopted from foster care will also qualify for Federal adoption assistance benefits as changes are implemented over the next ten years. In addition, the State has the option to extend Federal adoption assistance, foster care, or relative guardianship assistance to youth up to age 21.

For further information call 538-4058 or email [cwmills@utah.gov](mailto:cwmills@utah.gov)

### THANK YOU, THANK YOU, THANK YOU

May I take this opportunity to thank Lisa-Michele Church and Mark Ward for your support to not only the Office of Licensing, but all the employees of the department. I normally do not jump the chain of command but I wanted to thank you for the work you do. I am grateful for the bus passes that you have given the staff. This has saved me several hundred dollars a year getting to work. I will miss working for the Office of Licensing because of friends that I have still working there. Thanks also for the nice recognition luncheons you provide for years of service. That means a lot. May I wish both of you much success and many blessings in the coming year.

**Alan Hayward**  
Office of Licensing



## National Handwashing Awareness Week: December 3-9

By Utah Department of Health

Think about all of the things that you touched today — from the telephone to the toilet. Maybe you blew your nose and played with your dog. Whatever you did, you came into contact with germs. It's easy for germs on your hand to end up in your mouth and cause illness. Hand washing is a simple habit and when done properly, is one of the best ways to avoid getting sick.

Despite the proven health benefits of hand washing, many people don't practice this habit as often as they should — even after using the restroom. Throughout the day you accumulate germs on your hands from a variety of sources. If you don't wash your hands frequently enough, you can infect yourself with these germs by touching your eyes, nose or mouth. And you can spread these germs to others by touching them or by touching surfaces that they also touch, such as doorknobs.

Antibacterial soaps have become increasingly popular in recent years. However, these soaps are no more effective at killing germs than is regular soap. In general, regular soap is fine. The combination of scrubbing your hands with soap, antibacterial or not, and rinsing them with water loosens and removes bacteria from your hands.

Alcohol-based hand sanitizers are an excellent alternative to hand washing, especially when soap and water aren't available. They're actually more

Follow these instructions for washing with soap and water:

- **Wet your hands with warm, running water and apply liquid soap or use clean bar soap. Lather well.**
- **Rub your hands vigorously together for at least 15 to 20 seconds.**
- **Scrub all surfaces, including the backs of your hands, wrists, between your fingers and under your fingernails.**
- **Rinse well.**
- **Dry your hands with a clean or disposable towel.**
- **Use a towel to turn off the faucet.**

effective than soap and water in killing bacteria and viruses that cause disease. Not all hand sanitizers are effective, though. Some "waterless" hand sanitizers don't contain alcohol. Use only the alcohol-based products.

Hand washing doesn't take much time or effort, but it offers great rewards in terms of preventing illness. Adopting this simple habit can play a major role in protecting your health. So take a few extra seconds and lather up!

### Training Tidbits

Proper training is essential to best serving our consumers. Below are just a few of the upcoming training opportunities supported by the department:

#### State Hospital –CME Training Opportunities:

##### Interventions with Difficult Families

January 15, 2009 10:00 AM-12:00 PM

Classroom 21, Heninger Administration Bldg.

Utah State Hospital– Provo

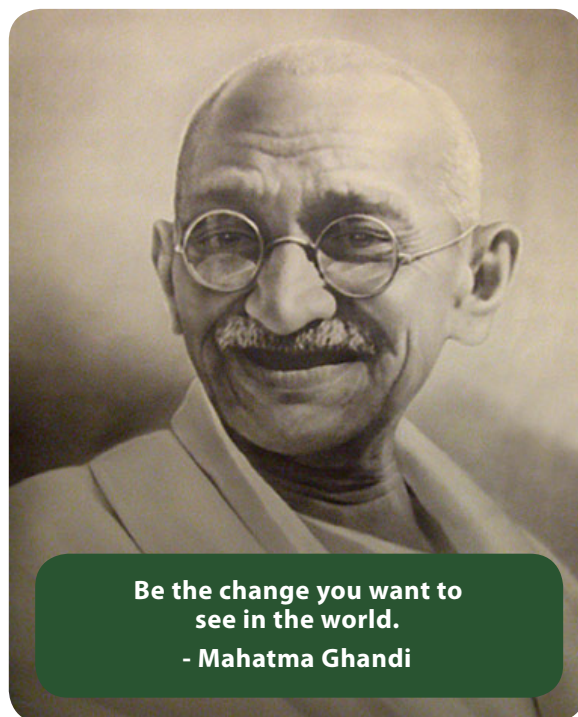
For more information contact Elaine Angulo @ 801-344-4265

#### HELP WANTED

Are you aware of a training or conference that we don't have listed in the Human Touch or online?

If so, please notify Angelique Colemere, [ACOLEMER@utah.gov](mailto:ACOLEMER@utah.gov) 801-538-4275.

You may also submit events online on the department training calendars, [www.hstraining.utah.gov](http://www.hstraining.utah.gov).



**Be the change you want to see in the world.**

**- Mahatma Gandhi**

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